

Lesson 69

1 TOPIC QUESTION

今日のトピック

Customer Service Satisfaction

顧客満足度

2 ARTICLE

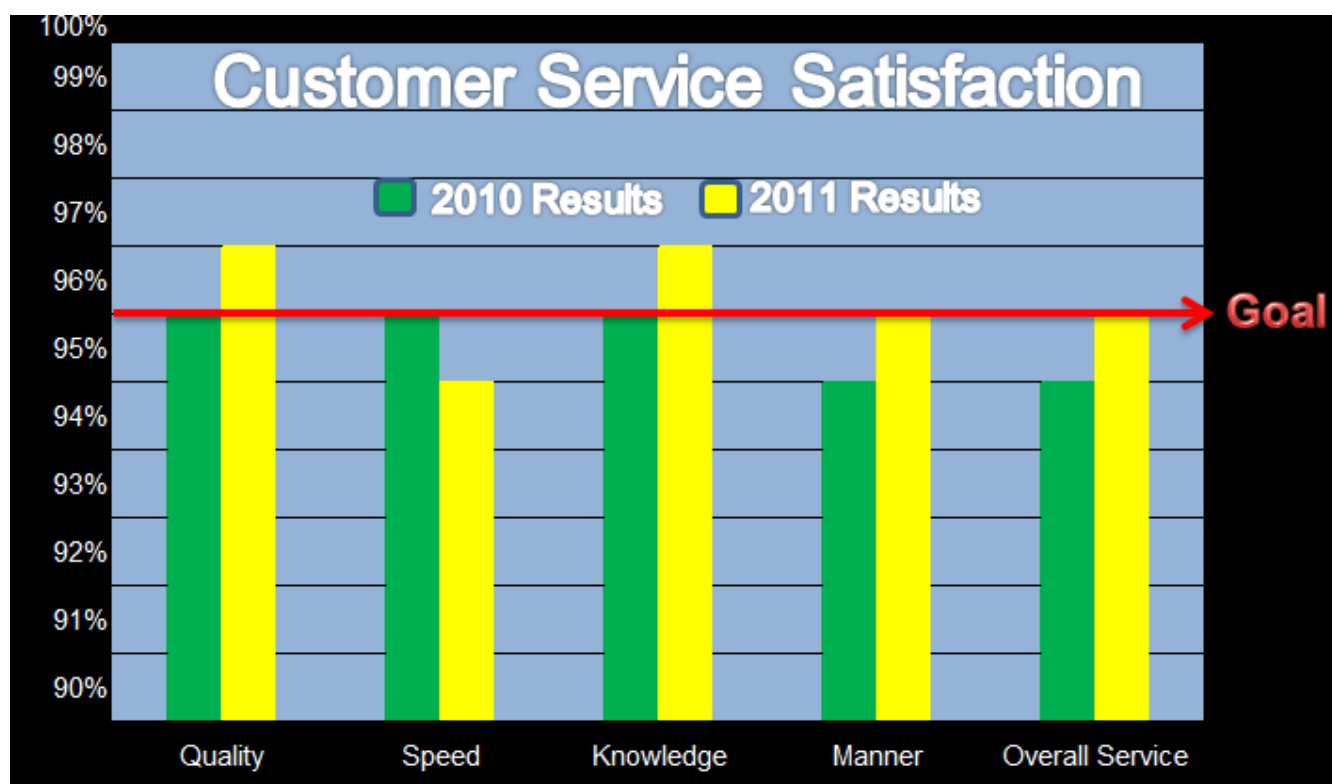
記事

Directions: Read the following graphs.

課題: 以下のグラフを読み解いて説明しましょう。



Customer Service Satisfaction



Lesson 69

3 VOCABULARY

語い

Directions: First repeat after your tutor and then read aloud by yourself.

課題: 先生の後が続いてくり返した後、今度はひとりで発音してみましょう。

outpaced ~を上回った、追い越した

survey 調査

based ~をもとにした

research リサーチ、調査

operating 運営する

4 Questions

質問

Directions: Read the questions aloud and answer them.

課題: 質問を声に出して読んだ後、答えてみましょう。

1. What factors are included in this graph?
2. What factor attributed to the increase in Overall Service?
3. As a consumer, how would you rank the factors according to level of importance?
4. What kind of service can a company offer to make you satisfied?